

UTA Board of Trustees Meeting

June 23, 2021



Call to Order and Opening Remarks



Pledge of Allegiance



My BeUTAHful Community Student Art Competition

Meeting a Neighbor

Tyler Peterson

Grade 12, Provo

We can meet neighbors and friends
anywhere, especially while riding UTA!



Safety First Minute



Public Comment

Live comments are limited to 3 minutes per commenter

Public comment was solicited prior to the meeting through alternate means, including email, telephone, and the UTA website

Any comments received through alternate means were distributed to the board for review in advance of the meeting



Consent Agenda

- a. Approval of June 9, 2021 Board Meeting Minutes
- b. UTA Policy – UTA.01.01 Ethics Policy
- c. UTA Policy – UTA.01.03 Information Technology
- d. UTA Policy – UTA .06.02 Lost and Found Policy
- e. 2020 UTA Financial Audit Report (ACFR) and National Transit Database (NTD) Agreed Upon Procedure Report



Recommended Action (by acclamation)

Motion to approve consent agenda



Reports



Agency Report

- UIC Corridor Status
- Complex Coordinated Terrorist Attack Grant Funding



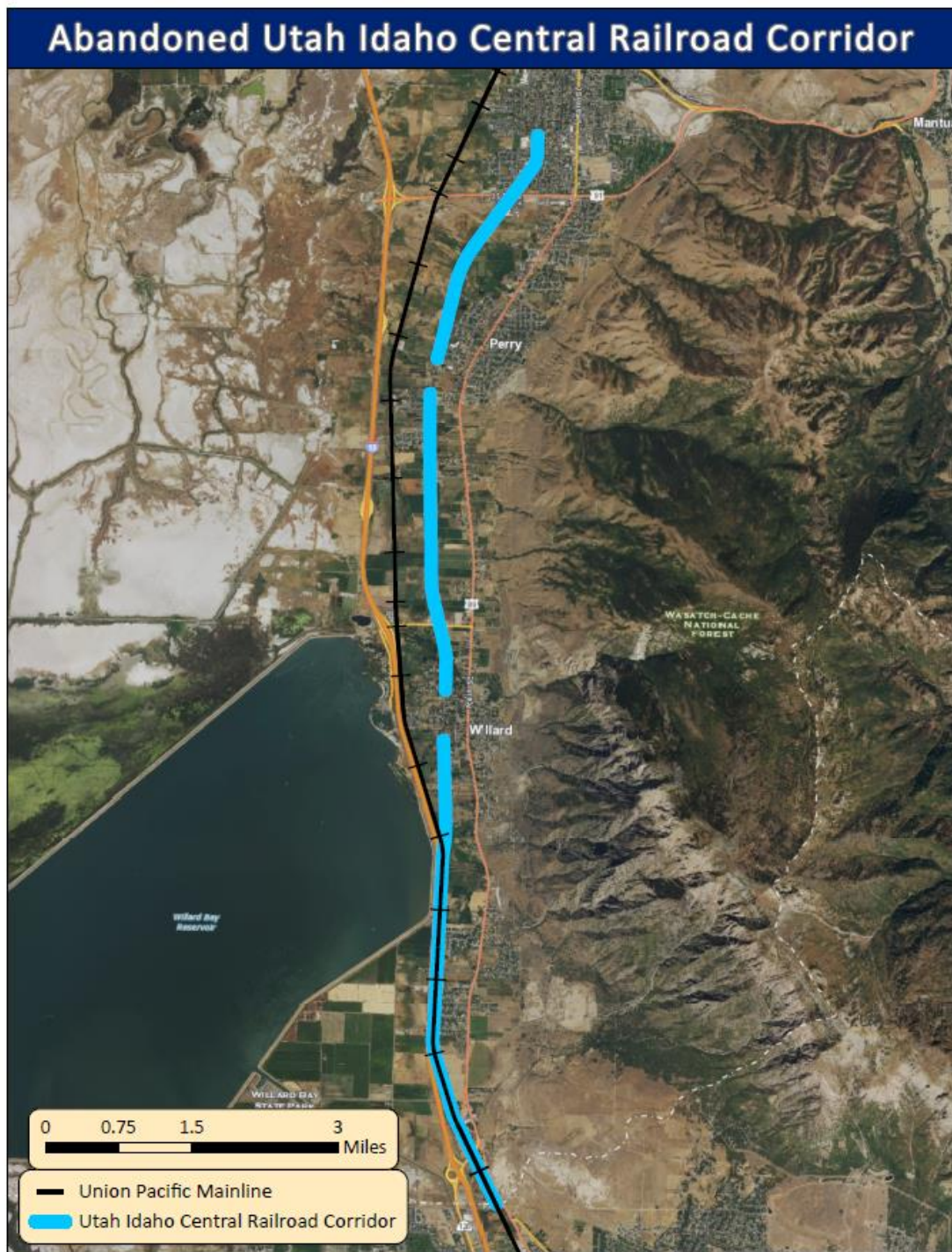
UIC Corridor Status



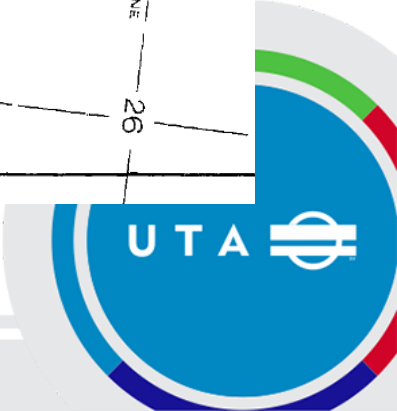
Utah-Idaho Central Railroad Corridor Purchase

(2.7-Miles of UICRR Corridor from UDOT)









Complex Coordinated Terrorist Attack Grant Funding



BowMac Critical Incident Management Training

- Secured \$50,000 in Complex Coordinated Terrorist Attack grant funding from FEMA through Unified Fire Authority (UFA).
- Balance of the project costs will come from UTAs police department training budget.
- 24 Students from various UTA departments will attend 24-hour Critical Incident Management course in July 2021.
- 12 of the 24 students will attend 80 hour train the trainer course in August 2021 and go on to become instructors.



Benefits

- Train the Trainer Course strengthens in-house training program
- Provides National Incident Management System (NIMS) training
- Facilitates terrorist threat training through interactive environment where employees can test their understanding of incident command principles and functions
- Teaches enhanced terrorism mitigation and prevention techniques
- Improves incident communication during emergency response



Committee on Accessible Transportation (CAT) Annual Report



CAT Committee Overview

“... The objective of the CAT is to offer advice to UTA on ways to provide access to fixed route and rail services and to complementary Paratransit service for people functionally not able to use the fixed route system. The CAT will provide broad representation of the disability and senior communities, as well as representation of UTA.”



Membership



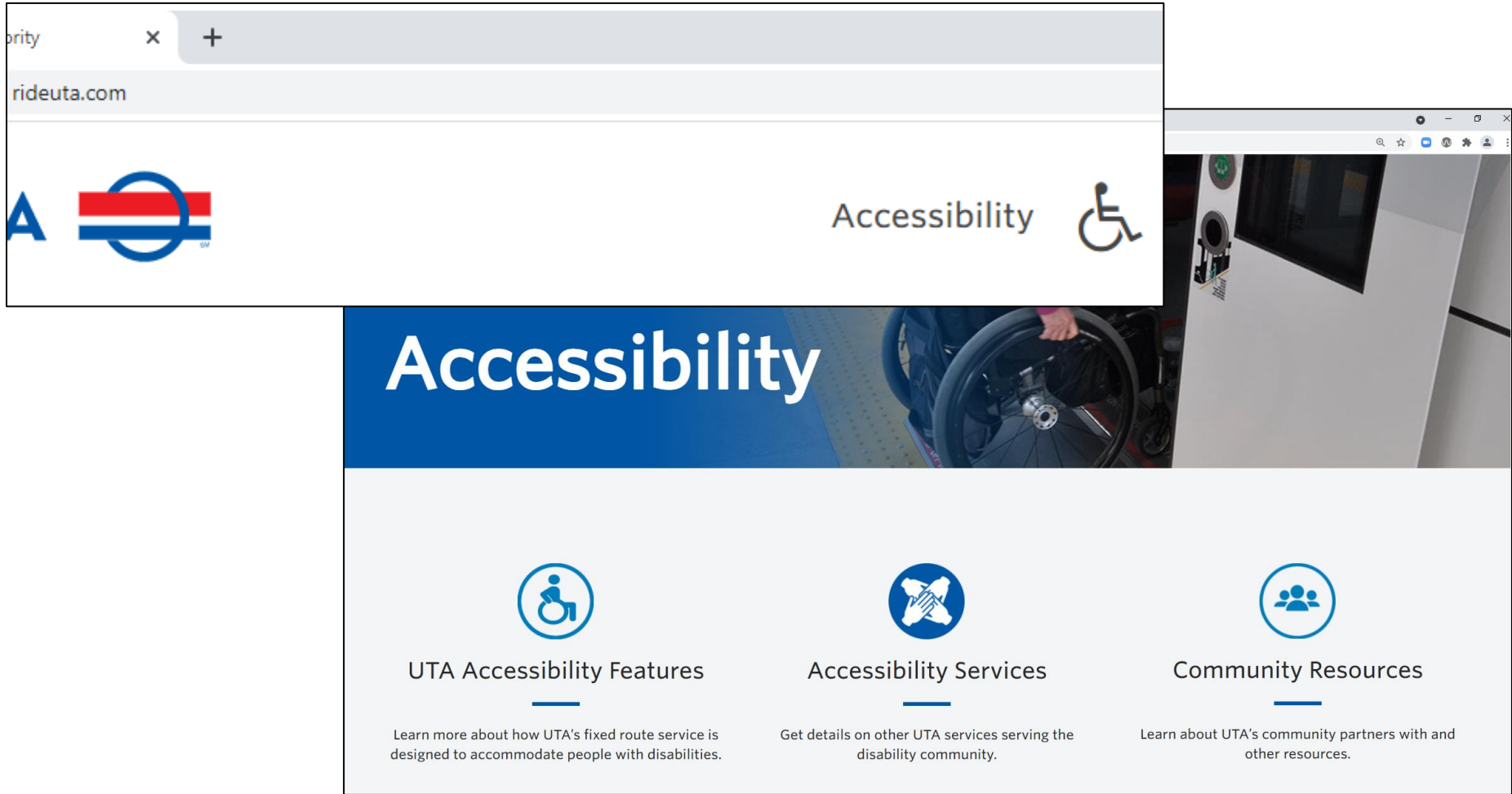
Significant Contributions



Accessible Virtual Meetings



Website Improvements



Current Initiatives

- Accessible boarding locations on TRAX
- Access to priority seating on TRAX
- Accessible platform seating locations on FrontRunner



Past Initiatives

- Celebration of ADA 30th anniversary
- Shifted from annual to quarterly employee, rider recognition
- Data collection and ongoing monitoring of external announcement reliability
- Installation of shoulder belts on paratransit vehicles



Bus Stop Identification Kit (“Flip Cards”)



Current Feedback

- Travel training curriculum
- Electronic reduced fare application
- System map accessibility
- Via/paratransit integration



Past Feedback

- National Aging and Disability Transportation Center
- Paratransit:
 - Call out system
 - Improving ride times
 - Rider's guide
- Various facility improvements



Improved Wayfinding Accessibility



Bus Stop Pole Improvements



Ongoing Accessibility Improvement Opportunities

- Testing of new content, tools, and services prior to implementation
- Monitoring of ADA service requirements, including external announcements and facility accessibility
- Disability sensitivity, awareness, and inclusion efforts



Disability History Month & Annual ADA Celebration



Americans with Disabilities Act



Questions?



Resolutions



Resolution R2021-06-06
Giving Special Tribute, Due Honor and
Recognition to Executive Director
Carolyn Gonot



Recommended Action (by roll call)

Motion to approve Resolution R2021-06-06
Giving Special Tribute, Due Honor and Recognition to Executive Director Carolyn Gonot



Resolution R2021-06-07
Appointing Mary DeLoretto as Interim
Executive Director



Recommended Action (by roll call)

Motion to approve Resolution R2021-06-07
Appointing Mary DeLoretto as Interim Executive Director



Resolution R2021-06-08
Authorizing the Obligation and
Drawdown of American Rescue Plan
Act (ARPA) Supplemental
Appropriations Grant Monies by the
Executive Director



STIMULUS FUNDING UPDATE – ARPA AWARD

2019 CARES ACT

2020 CRRSAA

2021 ARPA

\$187M



\$34M



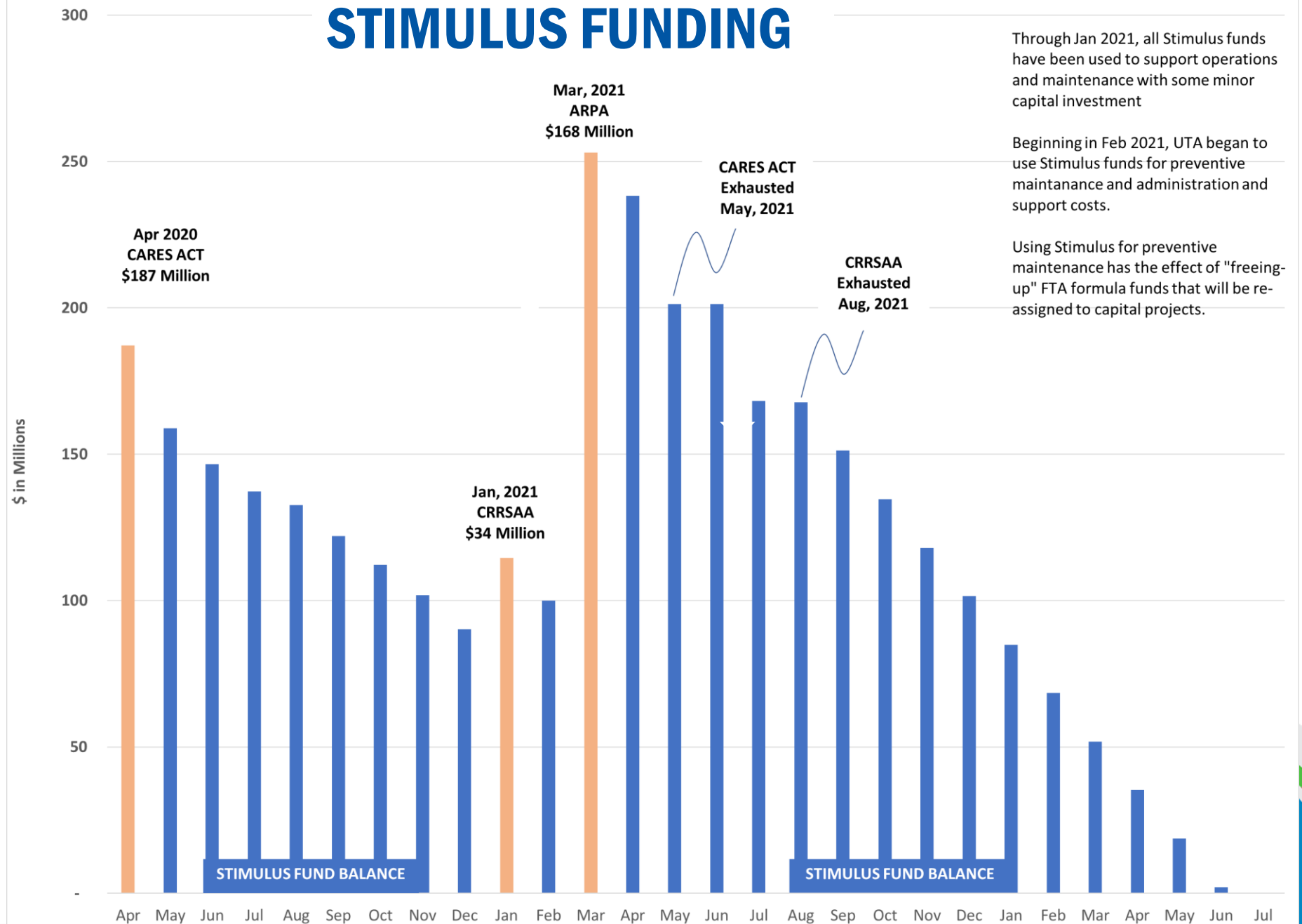
\$168M

Eligible Activities

- Operations
- Maintenance
- Preventive Maintenance (PM)
- Administration
- Some Capital



STIMULUS FUNDING



Questions?



Recommended Action (by roll call)

Motion to approve Resolution R2021-06-08
Authorizing the Obligation and Drawdown of American Rescue Plan Act (ARPA)
Supplemental Appropriations Grant Monies by the Executive Director



Contracts, Disbursements, and Grants



Contract: Traction Power Substations Rehabilitation Design Build (C3M Power Systems)

Recommended Action (by acclamation)

Motion to approve the base scope work and option 3 of the contract as presented



Contract: Bus Lift Replacement – Riverside and Timpanogos (Steril Koni USA, Inc.)

Recommended Action (by acclamation)

Motion to approve contract as presented



Contract: Advertising Agency (R&R Partners Inc.)

Recommended Action (by acclamation)

Motion to approve the five base years of the contract as presented



Contract: 5310 Accessible Minivans (Davey Coach Sales, Inc.)

Recommended Action (by acclamation)

Motion to approve contract as presented



Change Order: 5310 ADA Accessible Transit – 5th Order (Lewis Bus Group)

Recommended Action (by acclamation)

Motion to approve change order as presented



Pre-Procurements

- Mt. Ogden Business Unit Expansion
- Tooele Bus Facility Renovation
- Application Tracking Software
- Investment Management Services
- Bus Stop Digital Real-Time Sign Construction and Installation



Service and Fare Approvals



Fare Contract: Ed Pass Agreement Modification No. 1 (Salt Lake Community College)

Recommended Action (by acclamation)

Motion to approve fare contract as presented



Sponsored Fare Agreement: Trip Reduction Program/Free-Fare Days (Division of Air Quality)

Recommended Action (by acclamation)

Motion to approve sponsored fare agreement as presented



Discussion Items



2021 Technical Budget Adjustment



STAFFING – CAPITAL PROGRAM DELIVERY ASSET MANAGEMENT

ASSET MANAGEMENT						
Position	Office	Department	FTE	2021 Cost	2022 Cost	Funding Program
Capital Asset Controls Supervisor	Service Development	Capital Assets & Project Controls (Asset Mgmt)	1.0	\$ 27,000	\$ 110,000	Operating
Capital Asset Accountant	Service Development	Capital Assets & Project Controls (Asset Mgmt)	0.0	\$ -	\$ -	Operating
Capital Asset Specialist	Service Development	Capital Assets & Project Controls (Asset Mgmt)	1.0	\$ 13,000	\$ 52,000	Operating
ERP Administrator	Service Development	Capital Assets & Project Controls (Asset Mgmt)	<u>1.0</u>	<u>\$ 32,000</u>	<u>\$ 127,000</u>	Operating



STAFFING – CAPITAL PROGRAM DELIVERY

STATE OF GOOD REPAIR AND PROJECT CONTROLS

STATE OF GOOD REPAIR						
Position	Office	Department	FTE	2021 Cost	2022 Cost	Funding Program
SGR Supervisor	Service Development	Capital Assets & Project Controls (SGR)	<u>1.0</u>	<u>\$ 27,000</u>	<u>\$ 110,000</u>	Capital and Operating
Subtotal State of Good Repair			1.0	\$ 27,000	\$ 110,000	
CAPITAL PROGRAM DELIVERY						
Position	Office	Department	FTE	2021 Cost	2022 Cost	Funding Program
Environmental Specialist	Service Development	Capital Assets & Project Controls (Project Controls)	1.0	\$ 31,000	\$ 123,000	Capital
Capital/Grant Accountant	Service Development	Capital Assets & Project Controls (Project Controls)	<u>1.0</u>	<u>\$ 31,000</u>	<u>\$ 123,000</u>	Capital
Subtotal Project Controls			2.0	\$ 62,000	\$ 246,000	



STAFFING

TOTAL REWARDS AND RAIL APPRENTICESHIP

TOTAL REWARDS PROGRAM						
Position	Office	Department	FTE	2021 Cost	2022 Cost	Funding Program
Program Administrator	People Office	Total Rewards	1.0	\$ 25,000	\$ 98,000	Operating
Administrative Specialist	People Office	Total Rewards	0.3	\$ 6,000	\$ 23,000	Operating
Subtotal Total Rewards			1.3	\$ 31,000	\$ 121,000	
RAIL APPRENTICE PROGRAM						
Position	Office	Department	FTE	2021 Cost	2022 Cost	Funding Program
MOW Trainer	People Office	Talent Development	1.0	\$ -	\$ -	Operating
Instructional Designer	People Office	Talent Development	1.0	\$ -	\$ -	Operating
Subtotal Rail Apprentice Program			2.0	\$ -	\$ -	

Questions?



Potential Action (by acclamation)

Motion to approve 2021 Technical Budget Adjustment as presented



UTA Policy UTA.05.02 – Paid Time Off – Administrative Employees



Potential Action (by acclamation)

Motion to approve UTA Policy UTA.05.02 – Paid Time Off – Administrative Employees
as presented



August 2021 Change Day



Engagement Approaches

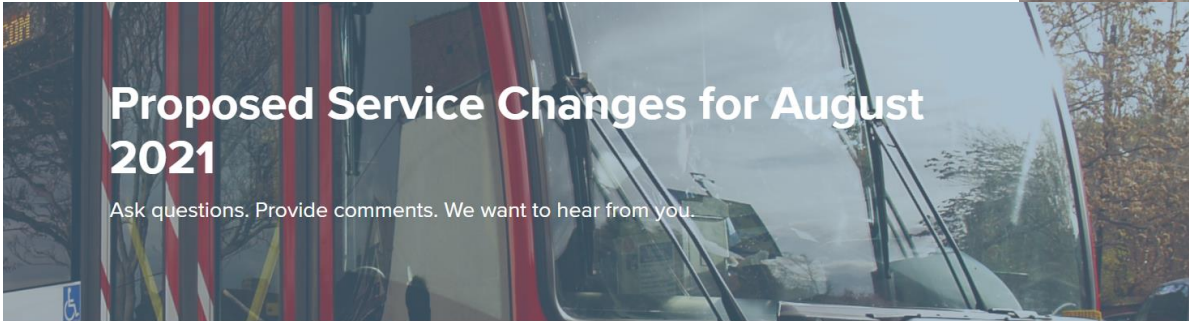
- Collaborative across departments
- Online – OpenUTA comment form at rideuta.com/AugustChanges
- Phone – Customer Service
- Customer Service locations – offered in-person information
- Email – Hearing Officer email
- Virtual Meeting – Zoom webinar virtual public hearing; recording available
- In-person opportunities – on-system (3) in south Salt Lake County
- Social Media – Facebook, Instagram, Twitter



Opportunities



Opportunities



Purpose

UTA is proposing several changes to service in August. A major change includes upgrading and replacing some Flex bus routes with permanent on-demand style service ([learn more about our current UTA On Demand service](#)). The proposed service changes provide multiple benefits:

- Improve flexibility and access to increase mobility
- Connect riders to transit where and when they need it
- Replace routes with on-demand service or, in some cases, new Flex routes
- Improve working conditions for operators
- Set the stage for future service improvements outlined in UTA's Five-Year Plan

Scroll down to learn more about proposed changes, find ways to engage, and share your comments.

August Change Day 2021

Public Hearing

Watch later Share

- Convert 3 fixed bus routes to Flex Routes
- Redistribute approximately 16,800 annual Flex Route hours from the microtransit area
- Improve and expand service coverage through other Flex Routes

Watch on YouTube



rideuta
Draper, Utah



We have proposed changes we'd like your feedback on. These are changes that would go into effect during our August 2021 Change Day.

Most of the changes center around replacing many of our Flex routes with more nimble, UTA on Demand. And we are proposing adding frequency and Flex routes along the western portion of Salt Lake County.

#UTACHangeDay

Take a moment to review the changes and share your feedback at rideuta.com/augustchanges.

4w



380 views

APRIL 28



Add a comment...

Post



Engagement by the Numbers

- Online – 100 comments
- Phone - TBD
- Customer Service - TBD
- Email – 9 emails, 6 individuals
- Virtual Meeting – 10 registered members of the public
- In-person opportunities – 3 on-system events
- Social Media
 - Facebook: 5 posts
 - Instagram: 6 posts
 - Total people reached 17,000



Comments & Themes

- Uncertainty around switching modes
 - General questions & concerns with on demand model
- Accessibility concerns
- Opposition to Flex changes
 - Transfers, route changes, reliability
- Service restoration, frequency
- Support for On Demand service



TRAX

- Additional trips on all TRAX lines and the S Line
- 15-minute service will run later on weekdays

	2021 Cost	Ongoing Annual Cost
+17 Weekday PM trips	\$293,000	\$1,074,000



FrontRunner

- Additional Trips
- Current: 79.2% of pre-COVID
- New Service: 84.85% of pre-COVID

	2021 Cost	Ongoing Annual Cost
+4 Saturday PM trips	\$57,000	\$110,000
+2 Weekday PM trips	\$155,000	\$299,000
+1 Weekday AM trip	\$87,000	\$168,000
Maintenance Costs	\$214,000	\$411,000
Total	\$513,000	\$988,000



UTA On Demand



- Improve service and expand coverage
- Increased connections in west Salt Lake County
- Improve operator working conditions

- Advance the Five-Year Service Plan
- Remove duplicative service
- Eliminate low-performing routes
- Balance headcount
- Reduce allow time at Special Services



UTA On Demand: Additional Service

- South Salt Lake County hours extended:
 - Weekdays: 4:00 AM – 12:15 AM
 - Saturdays: 6:00 AM – 1:15 AM
- Wait times may be longer during off-peak times

	2021 Cost	Ongoing Annual Cost
+5.25 Weekday hours	\$216,000	\$537,000
+19.25 Saturday hours	\$151,000	\$373,000
Total	\$367,000	\$910,000



Fixed/Flex Changes

- New routes or improved service

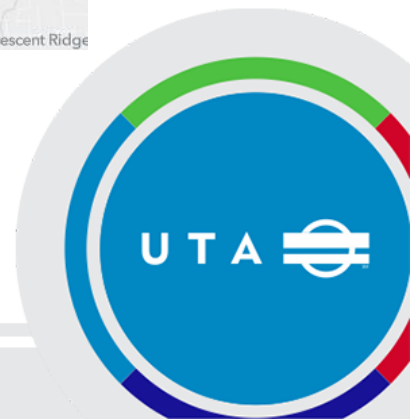
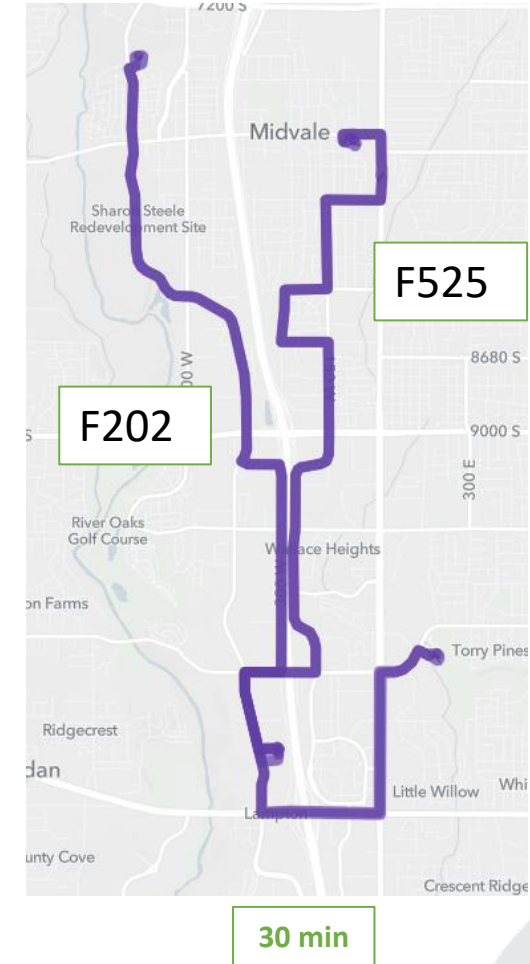
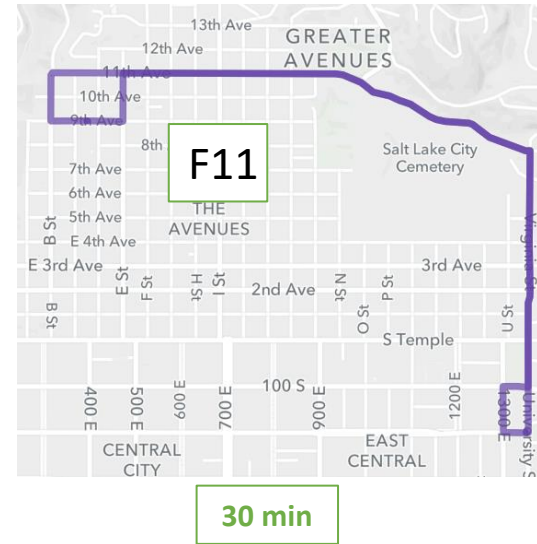
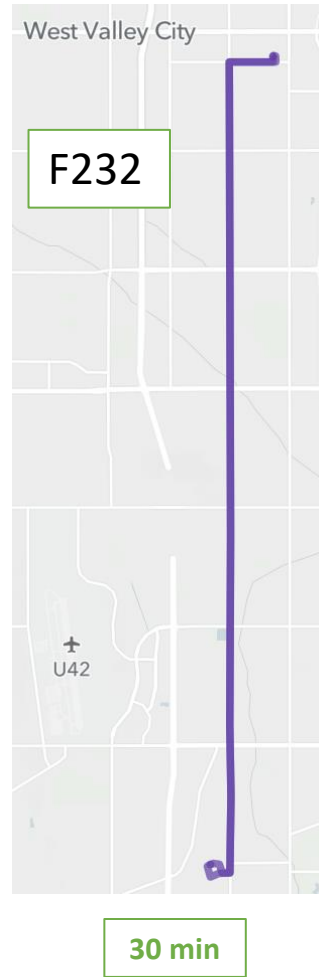
Route			
	WKD	SAT	SUN
11 F11	60 30		
232 F232	60 30		
F514	60 30	60	
525 F202	30	60	
525 F525	30	60	

- Route alignment changes

Route			
	WKD	SAT	SUN
F556	30	60	
F578	30	60	

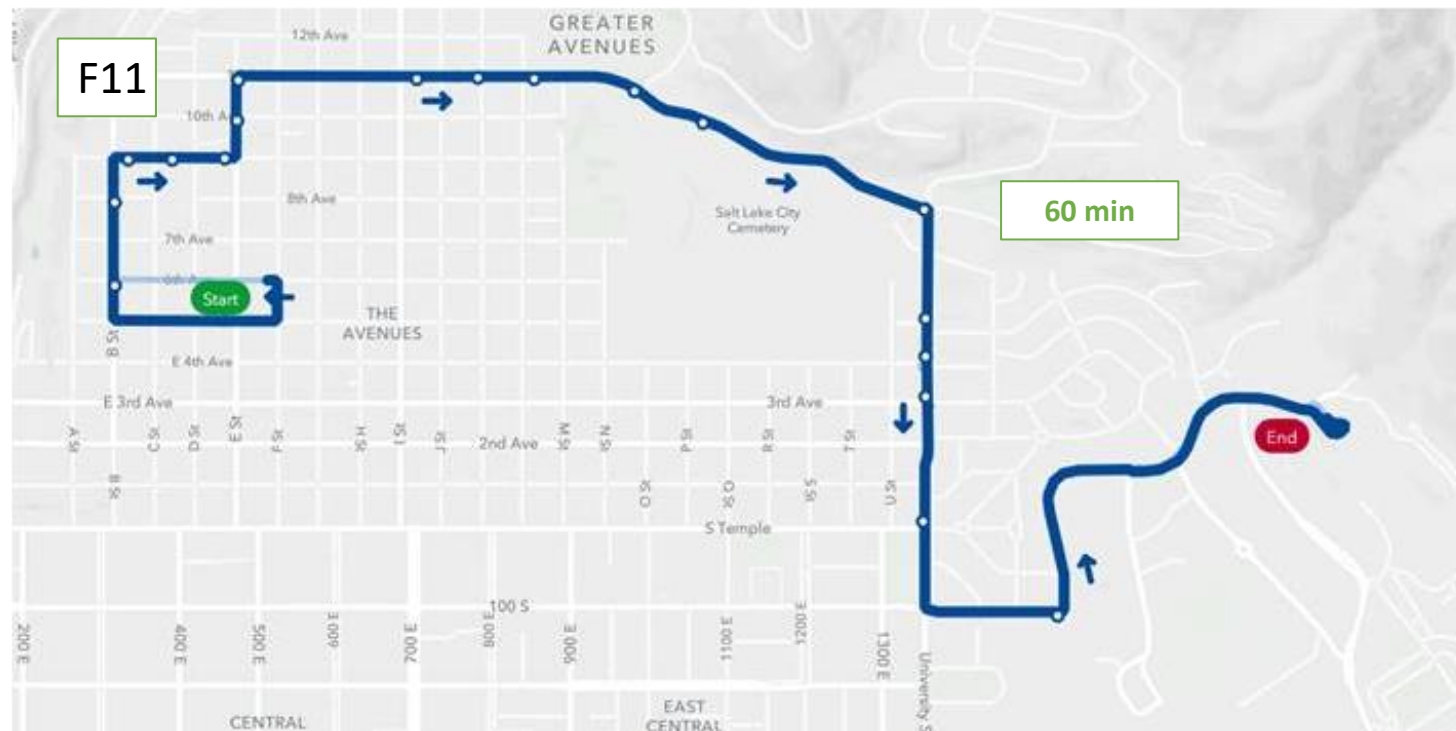
Discontinued routes: F504, F518, 526, F534, F546, F547

Fixed/Flex Changes

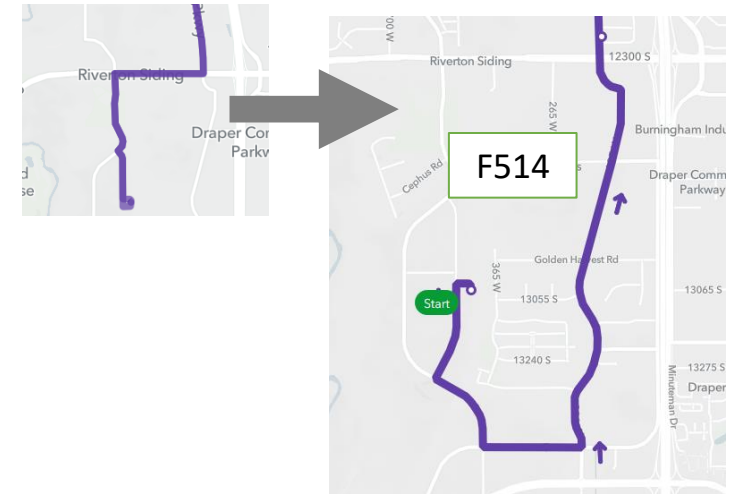
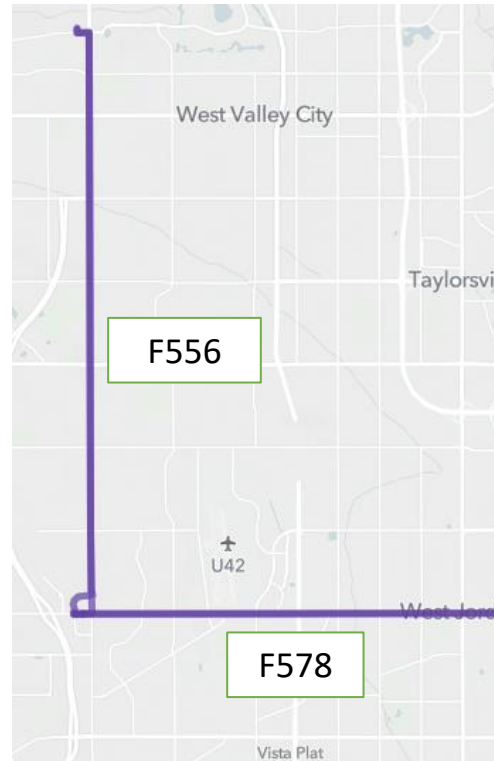


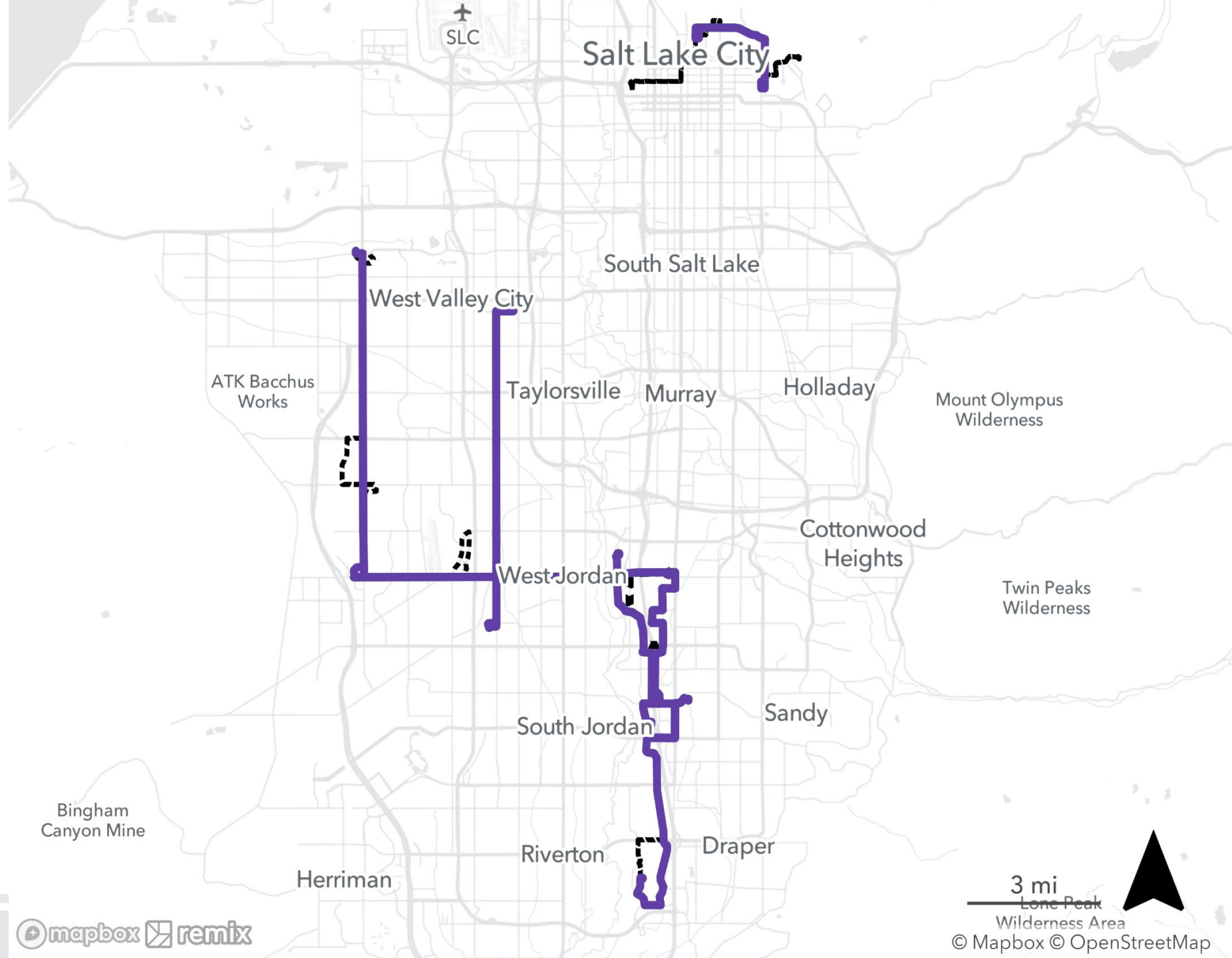
Fixed/Flex Changes

- Revised F11 Concept
 - Feedback: U Hospital Connection
 - More layover
 - Better restroom location
 - 60-min headways



Fixed/Flex Changes





Fixed/Flex Changes

- Net agency cost absorbed by current allow time at Special Services
- Salt Lake Service Unit discontinued runs absorbed by hiring process
 - 4/8/2021 Staffing Model: Salt Lake net staffing position -8 in August in June
 - Without discontinued runs, would need to hire 21 operators

	2021 Cost	Ongoing Annual Cost
New Flex Service	\$647,000	\$1,617,000
Discontinued Service	(\$359,000)	(\$897,000)
Fixed Route Cost	(\$243,000)	(\$607,000)
Net Agency Cost	\$45,000	\$112,000



Other Fixed Route Changes

Route	WKD	SAT	SUN	2021 Cost	Ongoing Annual Cost
606	Suspended 2 trips			\$0 (already in budget)	\$0 (already in budget)
667	15-30*	30*		\$0 (already in budget)	\$0 (already in budget)
871	30 30/60	60	60	(\$70,000)	(\$155,000)

*Extended hours of service



Agency Impact

Financial Impact	2021 Cost	Annual Cost
FrontRunner Service	\$513,000	\$988,000
TRAX Service	\$293,000	\$1,074,000
Fixed Route Service	(\$70,000)	(\$155,000)
Flex Route Service	\$45,000	\$112,000
Microtransit Service	\$367,000	\$910,000
Net Agency Cost	\$1,148,000	\$2,929,000



Agency Impact

Staffing Impact	FTE Impact
10 Train Hosts (x 0.5 FTE)	+ 5 FTE
2 FrontRunner Operators	+ 2 FTE
Net Agency Impact	+ 7 FTE



Questions?



2021 Mid-Year Initiatives and Goals Update



2021 Mid-Year Update:

24 Total Agency Initiatives:

- 6 initiatives completed/achieved
- 18 initiatives on track
- 6 initiatives in progress with slight delays
- 0 initiatives with significant delays or cancelled



2021 Goals & Initiatives: Service

Innovate service with a focus on customer experience	
●	Update UTA's Market Segmentation study to evaluate potential travel markets and recalibrate service as needed
●	Complete the Future of Light Rail Transit Study to help optimize operational efficiencies and accommodate future growth
●	Explore innovative technology solutions that meet customer travel needs with public and private partnerships
●	Develop strategy for investment in FrontRunner to improve reliability and frequency
●	Complete feasibility study of a parallel downtown SLC TRAX alignment to improve system-wide operational reliability and support area revitalization



2021 Goals & Initiatives: Service

Enhance core system performance	
●	Identify and enhance UTA essential service routes
●	Provide efficient and effective service focused on ridership, cost, reliability and minimizing service interruptions (KPI's)
●	Ensure safe and secure system with emphasis on avoidable accidents and police presence (KPI's)
●	Secure funding for fixed guideway improvements and studies
●	Navigate new normal (maintain situational awareness, monitor performance, and adjust as required)



2021 Goals & Initiatives: People

Engage and develop our workforce	
●	Begin implementation of Rail Maintenance Apprenticeship programs
●	Improve communications methods for front-line employees, to include a redesign and relaunch of UTA's Intranet resource
●	Promote enhanced health and wellness programs to create better opportunities for participation and use of current services
●	Maintain a focus on open communications with employees and their representatives, to include gathering feedback through UTA's Annual Engagement Survey
●	Review UTA's pension plan funding policy to ensure fund sustainability



Complete



On Track



In Progress,
Slight Delay



Significant Delays,
Cancelled



2021 Goals & Initiatives: People

Connect and communicate with our community	
●	Redesign UTA Website for easier customer interface and enhanced customer experience
●	Develop a comprehensive program to improve access to the transit network through community partnerships and strategic investments
●	Expanded participation and information sharing across the transit industry
●	Continue to build customer confidence around the safety and disinfecting of our vehicles and facilities
●	Continue to develop a robust community engagement and public input process to encourage partnerships that strengthen agency relationships



Complete



On Track



In Progress,
Slight Delay



Significant Delays,
Cancelled



2021 Goals & Initiatives: Stewardship

Maintain a state of good repair	
●	Initiate an Asset Management Committee to ensure alignment between long range plans, state of good repair priorities, and financial forecast
●	Complete 2021 projects on-time and on-budget
●	Develop SGR metrics to track budget needs, backlog, and completed projects
	Design long-term strategy for implementing IT systems replacement in alignment with capital plan
●	Finalize Commuter Rail replacement/rehab plan and develop long-term rail replacement strategy SD100 and SD160 light rail fleets
●	



Complete



On Track



In Progress,
Slight Delay



Significant Delays,
Cancelled



2021 Goals & Initiatives: Stewardship

Demonstrate fiscal responsibility	
●	Improve financial reporting processes including enhanced variance analysis and organizational engagement to better utilize data to drive action and inform decisions
●	Identify a secure fare collection system that includes an open payment process and allows for additional future technology flexibility
●	Develop new financial modeling tools to support development of short and long-term Operating and Capital financial plans, financial forecasting and scenario development
●	Identify future funding sources associated with the 5-year capital plan
●	Develop a 10-year forecast of capital needs to improve safety and regulatory compliance, address SOGR, and implement system enhancements, expansion, and improvements



Complete



On Track



In Progress,
Slight Delay



Significant Delays,
Cancelled



Other Business

- a. Next meeting: Wednesday, July 14, 2021 at 9:00 a.m.



Adjourn



Break

